

# Bash Bastions Image



a short manual to show some easy ways to  
damage the image of Bastion Hotel Group  
and other companies that exploit their work-  
ers. DIY!





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We want to ruin Bastions image. How to do this? By putting negative information about Bastion on websites that are being looked at by (potential) clients of Bastion. A short look at these websites learns that some clients have already done this, but most of them are fairly positive. Little did they know that Bastion exploits their workers. Let's put that online! Massively, radically and informatively!

Hardly anyone books a hotelroom directly with a hotel. Most bookings go through online booking agencies. These agencies have lists of popular hotels and know about availability of rooms. Customers simply book a room through those websites and the agencies get part of the profit.

Customers leave a review on the agency site to advise future customers about the quality of the hotel. These reviews are very important for the hotels, because they get most of their clients through these agencies. A bad score with reports about cockroaches, rude behaviour of the managers, bad location etc immediately is reflected in their income.

At this moment on most sites Bastion get rated between 6.9 and 7.5. That's much too high for exploiters! Let's lower this grade. Every tenth the number drops costs them lots of money.

Many of the popular booking agencies that work with customers reviews only permit paying hotelcustomers to write one. Sites like booking.com, hotelspecials.nl, hotels.nl and expedia.nl are inaccessible for us non-customers. Luckily we have many other options.

\*Through facebook you can post messages that are even visible for people who are not logged into facebook.  
<http://www.facebook.com/bastionhotelgroep>

\* Yelp.com is a site with reviews about basically everything. First make a new emailaddress, write your review, make a Yelpaccount and confirm in your new email address the email that Yelp sends you. Seems a lot of work but you'll be done in 5 minutes (see below for obtaining an emailaddress extremely easy).

\* Tripadvisor.nl functions more or less the same way as Yelp and is very much used. Lots of other bookingsites used tripadvisor for their reviews, so it seems to be a spider in the web.

# Bash



# Safety and privacy on the internet.

Making an email address.

If you write a review you often have to leave an email address. An email is sent that you have to confirm, after which your review is placed on the site. Through [www.yopmail.com](http://www.yopmail.com) you automatically make a temporal email address of which you can use the inbox. Without giving any data: just type [www.yopmail.com](http://www.yopmail.com), press enter and your new email address is made.

Safety:

Whenever you use internet, you leave traces. There's a chance that your IP address is traced if you leave a review. There are several ways of reacting anonymously, like using TOR or installing a proxy server. TOR is a program that you can install that will choose another random IP address for you. Can be downloaded at [www.torproject.org](http://www.torproject.org).

A proxy server is a server in between your computer and another computer that hides your IP address. The easiest method is using an online proxy server like [www.hidemypass.com](http://www.hidemypass.com). It's safer to use a public computer and not your own. For example in an internet café or public library. You are much more anonymous there.

Have fun!







What's this all about? It all started in august 2012 with a cleaner at Bastion Hotels who discovered that in stead of the hourly wage they promised her, she was being paid a piece wage. That means she didn't get paid per hour, but per cleaned room. Walking from one room to the other, refilling cleaning gear, cleaning a really dirty room was not being paid for. On top of that, the time set per room was so little that nobody made it in time. This meant that her salary was more or less half (!) of what she had worked for, making it far below the minimum wage.

This is very common in the cleaning sector and she is not the only one with this problem. More cleaners at Bastion mailed us that they are facing the same issue. Also very customary in this line of work is giving workers 'zero hour contracts' and/or half year contracts, making complaining or calling for a strike fairly impossible if you want to keep your job. Reasons enough for us to begin a campaign and demanding that Bastion Hotels pay the money this woman still gets from them, and that they pay her and all their workers per hour instead per room.

Bash Bastions Image is part if the Bastion Bastards Campaign we started in august 2012. We are striving to put more pressure on Bastion Hotels so that they pay their workers a normal hourly wage and treat them with respect. We also want to make people conscious of the way that workers are being exploited by bosses. We think it is ridiculous that a small group of people can exploit a big group of workers only to get richer themselves.

Having similar problems? Mail your story to [bastionbastards@gmail.com](mailto:bastionbastards@gmail.com)

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